

## **NC-TOPPS December 15 Conference Call Minutes**

### **Roll Call includes those at beginning and end of call**

Albemarle: Sandra Boyd

Beacon Center: Becky Brice, Latoya Lewis

Center Point: John Coble

Crossroads: Teresa Caudle

Cumberland: April Chambers

East Carolina Behavioral Health: Kim Keehn, Dean Byrum, Shirley Bennett, Susan Massey

Eastpointe: Leatte Black

Five County: Pam Brantley

Mecklenburg: Paula Cox, Carol Goerner

Mental Health Partners (Catawba): Wendy Powers, Beth Lackey

Onslow Carteret: Julie Kokocha, Stuart Ervin, Don Hoover

Pathways: Jay Taylor, Janet Noblett

PBH: Bill Rankin

Sandhills: Andy Smitley

Southeastern Regional: Paula Mauney

Wake County: Tammy Bonas

Western Highlands: Kris Booker, Leslie Kingsbury

Division MHDDSAS: Spencer Clark, Becky Ebron

NCSU Center for Urban and Community Affairs: Karen Eller, Jaclyn Johnson, Kathryn Long, Alexis

NDRI (National Development and Research Institutes, Inc.): Marge Cawley, Gail Craddock

### **SFY 2009 1st Quarter Performance Contract for Updates**

- Becky praised the LMEs in their improvement in Update Interview compliance.

### **Initial Interview Compliance Report Feedback**

- Feedback concerns raised on the revised Initial Interview Compliance Report include:
  - that the data is only IPRS data, no Medicaid data is included; some times there is movement between Medicaid and IPRS that is not captured.
  - there is no identifying information on providers in the report so it is difficult for LMEs to track what provider agency is responsible.
  - if the Initial Interview is done prior to the 2<sup>nd</sup> interview it is not being picked up. Additionally, several LMEs found that if Initials were completed in prior years that information is not showing up in these reports.
- Becky stated she did not believe the Division will hold LMEs accountable for Initial Compliance until issues with the report are resolved. The Division will send something out stating this after the meeting. Becky asked that LMEs continue to send feedback to Ward and Becky.
- LMEs would like provider names or other identifying information be added to these reports. The database, from which the information comes, claims data, does not have provider names. It was suggested that a provider number with some crosswalk to names would work. LMEs could develop their own crosswalk from admission data. It was noted that LMEs would not have this information if the LME is billing for the provider. The Division will discuss further.

### **NC-TOPPS Questions or Concerns**

- Beacon Center asked about a way to control clinician entries when they register. Clinicians tend to enter the provider name and address incorrectly and therefore create duplicates or locations the LME does not recognize. Jaclyn responded by saying we do have some degree of quality control because we

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review them manually and if we see similarities we will correct or ask the appropriate questions. But ultimately we rely on the clinicians to enter their information correctly.

- Pathways had sent an email on determining who are required to have NC-TOPPS completed. The Division wants to review the information more thoroughly before stating that it is correct.
- Crossroads had sent an email on who is responsible for completing NC-TOPPS Interviews for those in short-term (less than 30 days) residential treatment. If a consumer is only receiving this short-term residential treatment, then the residential treatment provider is responsible for completing the Initial and Episode Completion Interviews. We need to make sure this is clear in the NC-TOPPS Guidelines.

### **Dashboard Roll Out**

- Becky announced that the Dashboard will be rolled out on the NC-TOPPS website within the next 24 to 48 hours. (NOTE: The Dashboard was posted the afternoon of December 15.) It will be on the NC-TOPPS front page as “Outcomes at a Glance,” hit the link to get to it.
- The NC-TOPPS management team desire feedback on the Dashboard site, specifically on what should be in the Help link.

### **Telephone One-on-One LME Superuser Trainings**

- The 4 completed one-on-one LME superuser trainings went very well. Two more are scheduled: one in December and one in January. If others are interested in having one of these trainings, please let CUACS staff know.

### **Website’s Frequently Asked Questions**

- Jaclyn asked the group for feedback on the Frequently Asked Questions (FAQs) that she had emailed for their review. It was agreed that it was a useful list. NOTE: The FAQs were posted on the NC-TOPPS website on December 16.

### **April Advisory Committee Meeting at Spring FARO**

- Marge shared that we will have a 2 to 3 hour Advisory Meeting at the Spring FARO. Participants were asked to inform Jaclyn or Marge if they have agenda items for this meeting.

### **Concluding Remarks**

- None

### **Next Meeting:**

- January 26, Monday, 1:30 to 2:30 p.m. Meeting has been moved to January 26 since our regular meeting time is the Martin Luther King Holiday.